

# Work Order Priorities and Response Times

To best serve UNT, Work Order activities are organized and accomplished according to a priority system. This allows for the best allocation of resources to get the job done and sets standards for response times. Work Orders may be re-prioritized accordingly throughout their lifespan due to changes in severity or type of work involved.

Priority	Definition	Response Time	Examples (not limited to)
<b>1 Emergency</b>	Hazards to life, health, university property, or stops the mission of the institution.	Addressed immediately to within 24 hours. Will be re-prioritized if complete repairs take longer	<ul style="list-style-type: none"> <li>• Utility outages or breaks</li> <li>• Elevator malfunctions</li> <li>• Emergency systems in state of alarm</li> <li>• Major water leaks or breaks</li> <li>• Critical lab equipment malfunctions</li> <li>• Food service issues with sanitation impacts</li> <li>• Accessibility device malfunctions</li> </ul>
<b>2 Urgent</b>	Non-emergency work to accomplish the institution's primary objective (education) by preventing a loss of essential operations or housekeeping functions, or severely impacts the mission of the organization.	Investigated and addressed within 72 hours	<ul style="list-style-type: none"> <li>• Lock failures</li> <li>• Clogged drains (not overflowing)</li> <li>• Plumbing repairs</li> <li>• Flooring repairs in high-traffic areas that pose a safety risk</li> </ul>
<b>3 Routine</b>	Work which can be planned and scheduled, upon completion of any priority 1 or 2 work orders.	Within 14 calendar days	<ul style="list-style-type: none"> <li>• Lighting or electrical issues that do not affect the operation of the area at the present time or pose a safety risk</li> <li>• General plumbing repairs, e.g. replacing fixtures</li> <li>• Groundskeeping/housekeeping issues</li> <li>• Painting</li> </ul>
<b>4 Scheduled Maintenance</b>	Work requiring more time than priority 3 because of parts, customer requirements, schedule conflicts, or are recurring maintenance tasks.	Within 30 calendar days	<ul style="list-style-type: none"> <li>• Material/parts on backorder or delay</li> <li>• Reoccurring preventive maintenance tasks</li> </ul>
<b>5 Deferred</b>	Work that can be scheduled and completed within the framework of a project plan, are scheduled to support Major Events or functions, or will, by design, exceed the 30 day window of a priority 4 work order.	More than 30 calendar days	<ul style="list-style-type: none"> <li>• Material/parts on backorder or delay</li> <li>• Support of major university events</li> <li>• Scheduled as part of a construction project for major construction or space renovations</li> <li>• Work not planned to be accomplished under any other priority</li> </ul>